Job Title: Traffic Specialist

Department: Police

Immediate

Supervisor: Support Services Manager

Origination Date:	09/02/2010
Revision Date:	07/01/2012
Job Grade	804
FLSA Status	Non-exempt

BRIEF DESCRIPTION OF THE JOB:

The purpose of this position is to coordinate and monitor the Towing Administration Program for the City of Goodyear's Police Department. Provides support to the Traffic Division by overseeing all mandatory impounds and tows, planning processes, managing division records, reviewing vehicle impound reports, and completing research to determine if impounded vehicles are eligible for release. Position also provides support to the Traffic Division through traffic case management, planning processes, research, and assistance as requested. Answers and directs phone inquiries, and provides customer assistance.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	S	Serves as the Hearing Officer for all mandatory impounds and tows. Schedules and conducts tow hearings requested by citizens and collects administrative fees, and completes documentation with regard to vehicles towed by the Goodyear Police Department under ARS 28-872, ARS 28-3512, and ARS 28-3511. Reviews vehicle impound reports, documentation, and researches to determine if vehicles are eligible for release. Completes the necessary paperwork and processes the administrative fees through the City's accounting system.
2	S	Manages the department's records for towed vehicles, updating and maintaining databases, files and records in automated information systems; enters data into system files, and databases; researches and retrieves information from these databases providing required and requested reports in regards to the impound and towing program.
3	S	Handles all citizen inquiries and complaints regarding the impound program. This position has extensive contact with the general public, which requires considerable patience, tact, and persuasion in interacting with those who are angry, confused, injured, victimized, and/or hostile.
4	S	Acts as contact person and routes both internal and external complaints against the tow companies and their personnel to supervisor. Must be able to distinguish between legitimate complaints requiring investigation from complaints that must be directed elsewhere regarding company operations.

	Physical Strength Code	ESSENTIAL FUNCTIONS
5		Provides general administrative assistance to the Traffic Division including but not limited to traffic related grants and statistics as it pertains to supporting ARS 28-3511 and ARS 28-3512.

JOB REQUIREMENTS:

	JOB REQUIREMENTS
Formal Education/ Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature that may be obtained with six-months/one year of advanced study or training past the high school equivalency. Community college, vocational, business, technical or correspondence schools are likely sources. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	Minimum one year experience in a related field.
Certifications and Other Requirements	Valid Driver's License
Reading	Work requires the ability to read manuals, maps, and data sheets.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write reports, proposals, worksheets, and letters.
Managerial	Job has no responsibility for the direction or supervision of others but may provide advice/direction to an employee with less experience/skill or tenure.
Policy/Decision Making	Moderate - The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. More complex work as well as decisions with more significant impacts may be reviewed prior to being finalized.
Technical Skills	Broad Application - Work requires the use of standard technical skills appropriate to the work environment of the organization. Limited analysis and independent thinking is utilized.
Interpersonal/Human Relations Skills	Moderate - Interactions may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may also involve stressful, negative interactions requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

Physical Demands

Frequency Code Scale

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From 1/3 to 2/3 of the time	2/3 or more of the time

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)	Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Standing	□ N □ R □ O □ F □ C	✓ Making presentations ✓ Observing work site ✓ Observing work duties ✓ Communicating with co-workers	Pushing/ Pulling	□ N □ R ⊠ O □ F □ C	 ⊠ File drawers □ Equipment ⋈ Tables and chairs □ Hoses
Fine Dexterity	□ N □ R □ O ⊠ F □ C	☑ Computer keyboard☑ Telephone keypad☑ Calculator☐ Calibrating equipment	Climbing	□ N ⊠ R □ O □ F □ C	⊠ Stairs □ Ladders □ Step stools □ Onto equipment
Walking	□ N □ R □ O ⊠ F □ C	☒ To other departments/offices☒ Around work site	Vision	□ N □ R □ O □ F ⊠ C	☒ Reading☒ Computer screen☒ Driving☒ Observing work site
Lifting	□ N □ R ⊠ O □ F □ C	⊠ Supplies □ Equipment ⊠ Files	Foot Controls	□ N ⊠ R □ O □ F □ C	☑ Driving☐ Operating heavy equipment☐ Operating Dictaphone
Carrying	□ N □ R ⊠ O □ F □ C	⊠ Supplies □ Equipment ⊠ Files	Balancing	⊠ N □ R □ O □ F □ C	☐ On ladders ☐ On equipment ☐ On step stools
Sitting	□ N □ R ☑ O □ F □ C	☑ Desk work ☑ Meetings ☑ Driving	Bending	□ N □ R □ O □ F □ C	☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground☒ Making repairs
Reaching	□ N □ R ⊠ O □ F □ C	☒ For supplies☒ For files	Crouching	□ N ⊠ R □ O □ F □ C	☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground
Handling	□ N □ R ☑ O □ F □ C	☑ Paperwork☑ Monies	Hearing	□ N □ R □ O □ F ⊠ C	☒ Communicating via telephone/radio, to co-workers/public☒ Listening to equipment
Kneeling	□ N ⊠ R □ O □ F □ C	☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground	Twisting	□ N ⊠ R □ O □ F □ C	☒ From computer to telephone☒ Getting inside vehicle
Crawling	⊠ N □ R □ O □ F □ C	☐ Under equipment ☐ Inside attics/pipes/ditches	Talking	□ N □ R □ O ⊠ F □ C	☑ Communicating via telephone/radio, to co-workers/public
Other		(Explain)			

Physical Demands (continue	d)							
Machines, Tools, Equipment	t and Work	Aids:						
Telephone, copier, fax, vehicle, stapler,			lies.					
Computer Equipment and S	oftware:							
Personal computer, printer, software.	010 11 41 61							
, F, F,								
Environmental Factors:		NT	C	Several T	•	Several Ti		D. 1
Environmental Condition	ons	Never	Seasonally	Per Moi		Several 111 Per Wee		Daily
Extreme temperature								
(heat, cold, extreme temp. changes fr	om outside	X						
work) Wetness and/or humidity			_	_				
(bodily discomfort from moisture)		×						
Respiratory hazards	4)	×						
(fumes, gases, chemicals, dust and di Noise and vibration	rt)		_	_				
(sufficient to cause hearing loss)		×						
Physical hazards								
(high voltage, dangerous machinery, prisoners, patients – <u>not customers</u>)	aggressive							
		-	•	•			<u> </u>	
Health and Safety Condition Health and Safety Conditions	N = Never	D - Domal		nanciomally.	F -	Emagyamethy	<u>C</u> –	Constantly
Health and Salety Conditions	N = Never Never	R = Rarel		ccasionally r more of		Frequently 1/3 to 2/3		Constantly or more of
	occurs	hour per we		e time	-	the time		he time
Mechanical hazards	×							
Chemical hazards	X							
Electrical hazards	X			<u> </u>				
Fire hazards	X X							
Explosives Communicable diseases	X							
Physical danger or abuse	\boxtimes							
Other (specify)								
Primary Work Location: ☐ Office Environment ☐ Warehouse ☐ Shop ☐ Vehicle ☐ Recreation Centers/Neighborhoo ☐ Outdoors ☐ Other (Specify)								
Protective Equipment Requi	irea:							
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Job Demands

Overall Strength Demands:

	Overall Strength Demands
⊠ Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.
□ Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly <u>AND/OR</u> walking or standing to a significant degree.
☐ Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.
☐ Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.
☐ Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.

Non-physical Demands:

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures	×			
Emergency Situations				\boxtimes
Frequent Change of Tasks	×			
Irregular Schedule/Overtime			×	
Performing Multiple Tasks Simultaneously	×			
Working Closely with Others as Part of a Team	X			
Tedious or Exacting Work	×			
Noisy/Distracting Environment			×	
Other (Describe below.)				

EXPECTED BEHAVIOR:

Staff – Expected Behavior

The employee is expected to embrace, support, and promote the City's values, beliefs, and culture Which include but are not limited to the following:

- Be positive. Do not participate in gossip
- Maintain confidentiality
- Walk the talk uphold and live the Goodyear culture
- Encourage positive feedback
- Be accountable submit responses to all requests for information by due date and meet deadlines
- Support a learning culture
- Be on time for all meetings
- Create and implement ethical standards for your worksite
- Be fiscally responsible
- Support the City's values and mission
- Let common sense prevail
- Be visionary anticipate issues
- Support organizational change
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors and vendors
- Understand City policies and procedures, make rational decisions/recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and everyone's responsibility. Make it a critical part of the day to day operations.
- Foster teamwork and actively participate on teams and in City activities
- Lead by example
- Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

SIGNATURES—REVIEW AND COMMENT:

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
Job Title of Department Director	Signature of Department Director	Date

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.